Support & Peer Support For Family/Whanau Of MHS Client

PROCESS	TASKS	WHO

Family/Whanau Needs For Own Support Are Addressed	• Within 48 hours of admission to IPU, or acceptance of a client into and MH Service, the family/whanau attending the appointment with the new client are to be offered a referral to the Family Advisor (FA) or the SF Fieldworker and/or the Children and Adult resource Worker (CARW)
	• Referrals may be made verbally or on the relevant form
	• When the primary family is not present they are to be offered referrals as soon as is possible by phone
	• MHS staff should offer to contact the FA or SF Fieldworker or CARW (see Roles section for a description of these services and peer support and advocacy family/whanau MHS Specifications)
	• If the family/whanau declines the referral, MHS staff members should discuss with them their needs for any support/education (including needs of children & young people in the family/whanau)
	• Ensure that the family/whanau has information about mental illness, medication and advice on coping strategies
	• This must be documented in the Clinical File
	• The family/whanau are to be given the Consumer & Family Information Folder and the following sections discussed with them:
	  ◦ Family Rights
	  ◦ The process from entry to discharge for the client
	  ◦ The roles of MHS staff
	  ◦ Who their contact person will be
	  ◦ Legal Issues
	  ◦ The MHS Complaints process
	  ◦ Document in the clinical file
	• Mental Health staff should re-offer referral to CASW SF at the time of client review, as necessary
		IPU Or CMH CM
		
		FA Or CASW Or SF